WEBEX INSTRUCTIONS AND TROUBLESHOOTING

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Early Bird Gets the Worm

While the plenary session starts at 11:00am ET, we plan on starting the webinar by 10:30am ET so people will have 30 minutes to successfully log in.

Please plan on starting your webinar at least 15 minutes early to ensure you have enough time to connect. Given the large number of people using Webex for remote work, it is expected to take longer than normal to connect.

Webex for your Internet Browser

The easiest way to use Webex is through an extension for your internet browser. This should automatically install when you attempt to join. In the very rare case that it doesn't, you can install the browser extensions here:

- Google Chrome: https://chrome.google.com/webstore/detail/cisco-webex-extension/jlhmfgmfgeifomenelglieieghnjghma?hl=en
- Mozilla Firefox: https://addons.mozilla.org/en-US/firefox/addon/cisco-webex-extension/
- Safari: https://help.webex.com/en-us/WBX69552/Cisco-Webex-Add-On-Required-when-Starting-or-Joining-a-Meeting-on-a-Mac

Turn Off Your Camera

Please turn off your camera for the plenary session. Only presenters should have their cameras on. More cameras in the event requires more bandwidth, which can slow things down for everyone.

Make sure "No Video" is selected during the plenary session.

Odds and Ends

➢ Consider using a headset or earbuds that have a microphone instead of using speakerphone. This will make it easier for people to understand you when you're speaking and reduce delays that occur when more than one person tries to speak at the same time.

➢ It's always a good idea to keep your phone muted, even if your audio is also muted within Webex.

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Strategy #1: Have Webex Call You

➤ Use your phone instead of using your computer.
➤ Have Webex call you. Select "Call me" in the Audio connection menu, enter your phone number, and when your phone rings, press 1 to join the meeting.

Audio and Video Connection ✕

📞 Select Audio Connection   📹 Select Video Connection

| Call Me ⌄ | No Video ⌄ |

Call Me ✓

I Will Call In   Call Me

Call Using Computer

Call My Video System

No Audio

Select "Call Me" and enter your phone number to connect Audio

Connect Audio

Strategy #2: Call Webex

- You can attempt to call the number on your screen, though you may get a busy signal given the high amount of Webex traffic.
- Try the US Toll and global numbers.
- If you're able to get through, follow the prompts on your screen and enter the meeting number.

Audio and Video Connection ✕

📞 Select Audio Connection   📹 Select Video Connection

I Will Call In ⌄   No Video ⌄

Call from another application ⓘ

1. Call

+1-415-527-5035 (US Toll)

Show all global call-in numbers

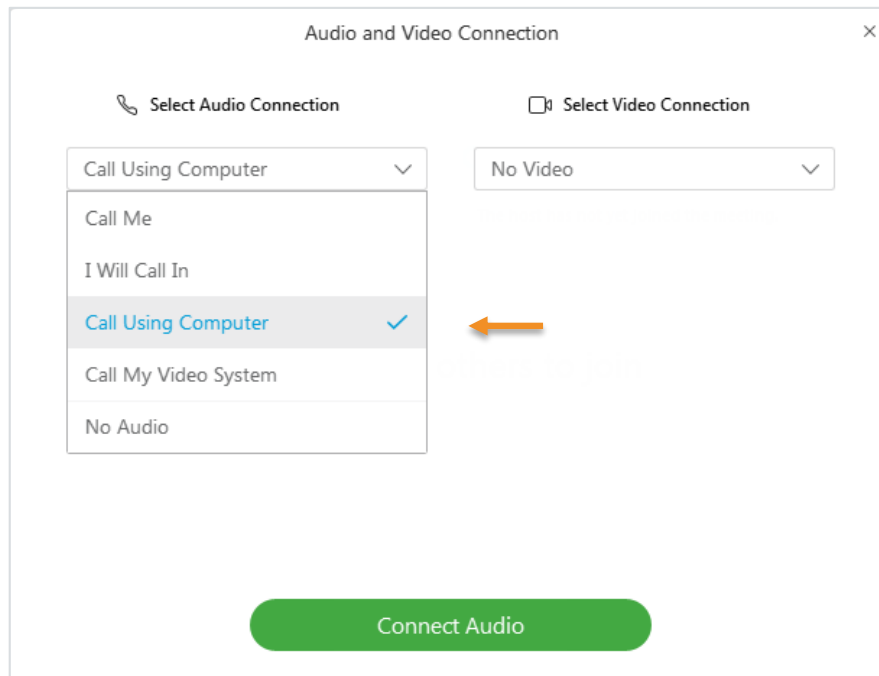2. Enter this access code:

904 906 154 #

Close

Try dialing in with the US Toll number first; if unsuccessful, try the global call in number.

Strategy #3: Use Computer Audio

➢ As a last resort, you can use your computer audio. However, we have been experiencing issues with this option, so please avoid this.

➢ If you must select this option, it is very important that you **mute yourself as soon as you join the meeting**, as your microphone will automatically be on.

Final Strategy

➤ Try Strategies 1-3 several times before giving up.

➤ If you still have problems connecting the audio, reach out to one of our ops staff, who can connect you with someone to three-way dial you in.

Plenary Session
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